



## RESULTS

- Improved service for residents with reduced order turn-around time
- Boosted accuracy with matching of facility and pharmacy records
- Created real-time consensus of orders
- More timely interventions by pharmacy when needed
- Eliminated faxing for refills
- Enhanced medication safety
- Made a solid relationship with the pharmacy even stronger

***"In essence, we are having a pharmacy review instantaneously on every order."***

Denise Vance, RN  
Director of Nursing Services

## Fast, Accurate, and "Matching" Meds

**Clapp's boosts quality, efficiency, and builds a stronger pharmacy partnership with interoperability**

### BACKGROUND

Clapp's Convalescent Nursing Home is a skilled nursing center operated as part of the Clapp's Mountain Top Living community in Asheboro, North Carolina. The team at Clapp's is proud of deep, near-paperless processes with American HealthTech, great survey performance, and a stellar reputation for quality care in the region. The team, constantly on the lookout for ways to improve, decided that the time had come for better pharmacy communications.

### CHALLENGE

Clapp's has relied on Servant Pharmacy for medication needs for many years. Although Clapp's has been entering medication orders into their EMR for some time, clinicians longed for eMARs to reflect exactly what the pharmacy was dispensing. Different dosages, substitute medications, and manufacturer changes often caused questions between the nurses and pharmacists, as the medication received might be slightly different from the order. "It's like we weren't always speaking the same language, despite best intentions from both of us," said Denise Vance, RN, Director of Nursing Services at Clapp's.

### SOLUTION

With the help of American HealthTech, all parties were brought to the table to identify what was needed and how to approach interoperability with Servant Pharmacy's software Frameworks™ to improve communications. "The project team was great. Together we built trust and confidence in the process and were able to understand what each side needed," commented Servant's Regional Director of Accounts, Anthony Boggs.

"With interoperability in place, extra work to verify orders is now eliminated, and now nurses have the same information in the medical records that the pharmacy has in Frameworks. When something changes, nurses are notified. Everything matches," Denise added with a smile in her voice. "In essence, we are having a pharmacy review instantaneously on every order instead of having to wait until later in the month." The pharmacy benefits too. "We no longer worry about missing an order and are happy that we can get the medications to the residents more quickly," added Anthony.



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